

A dramatic night scene featuring the silhouettes of two firefighters in the foreground, facing a large, intense fire. The fire is the primary light source, casting a bright orange and yellow glow that illuminates the scene. Bare tree branches are visible in the background, and the firefighters' gear, including helmets and jackets, is clearly outlined against the bright light. The overall mood is heroic and urgent.

# *Sandy Springs Fire Rescue*

## 2010 Annual Report

# Sandy Springs Fire Rescue

*"Outstanding service by outstanding people."*







# Sandy Springs Fire Rescue

*"Outstanding service by outstanding people."*



## *Our Mission*

We provide the highest level of fire and emergency services to our citizens and visitors with highly trained caring personnel. We provide excellent customer service in response, education, prevention and professional services.

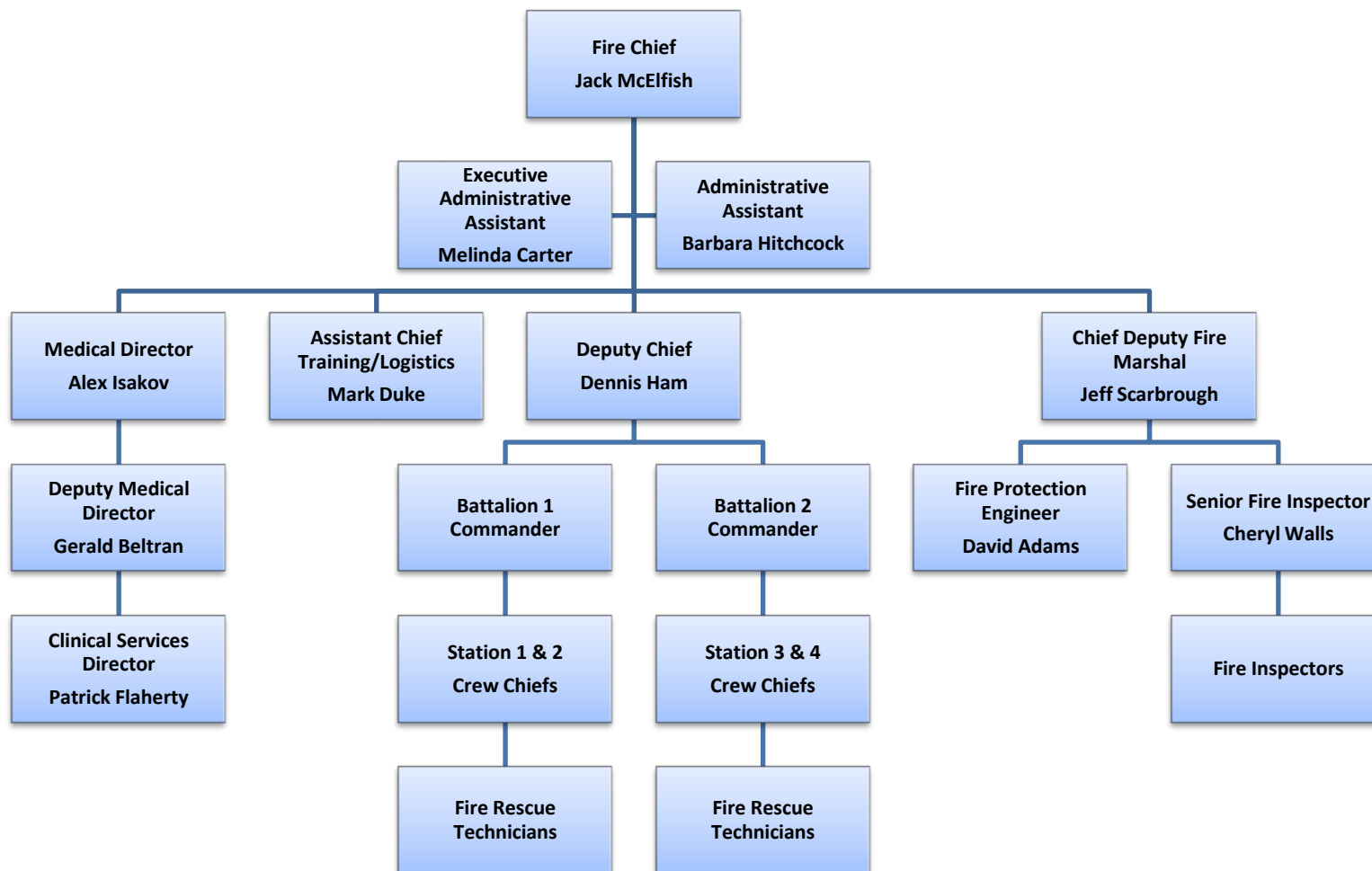
**"Outstanding service by outstanding people."**

## *Our Vision*

Our vision is to show respect, value, pride, compassion and commitment to our members and the citizens of Sandy Springs



## Organizational Chart



## Fire Station 1



1425 Spalding Drive  
Sandy Springs, Georgia 30350

The daily minimum staffing at Fire Station One includes a three person engine company, a four person quint company and a two person paramedic rescue company.

*The name quint refers to the five functions that a quint provides: pump, water tank, fire hose, aerial device, and ground ladders.*

## Fire Station 2



135 Johnson Ferry Road  
Sandy Springs, Georgia 30328

The daily minimum staffing at Fire Station Two includes a three person engine company, a three person quint company, a two person paramedic rescue company and the on duty battalion 1 commander.

## Fire Station 3



6025 Heard's Road  
Sandy Springs, Georgia 30328

The daily minimum staffing at Fire Station Three includes a four person paramedic quint company and the on duty battalion 2 commander. Also available at this station is a brush truck.

## Fire Station 4



4697 Wieuca Road  
Atlanta, Georgia 30342

The daily minimum staffing at Fire Station Four includes a four person quint company and a two person paramedic rescue company. Also available at this station is a brush truck.

## Atlanta Station 27



4260 Northside Dr. NW  
Atlanta, Georgia 30342

The daily minimum staffing at Fire Station 27 includes a three person engine. Also available at this station is a hose wagon.

## Roswell Station 7



8025 Holcomb Bridge Road  
Roswell, GA 30076

The daily minimum staffing at Fire Station 7 includes two people staffing an ALS quint or an ALS rescue. At full staffing both units are staffed. Also available at this station is a reserve engine.





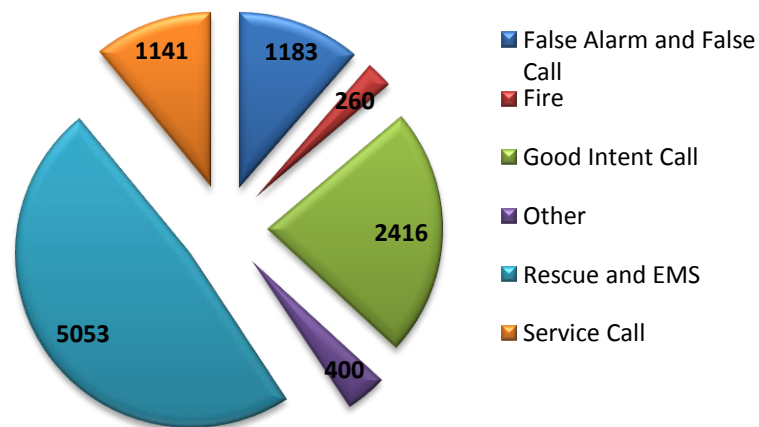


## Major Incident Types, Overview

In 2010, Sandy Springs Fire Rescue (SSFR) responded to 10,456 requests for emergency and non-emergency assistance.



## Major Incident Types



False Alarm and False Call	11.32%
Fire	2.49%
Good Intent Call	23.11%
Other	3.83%
Rescue and EMS	48.34%
Service Call	10.92%

## Fire Responses

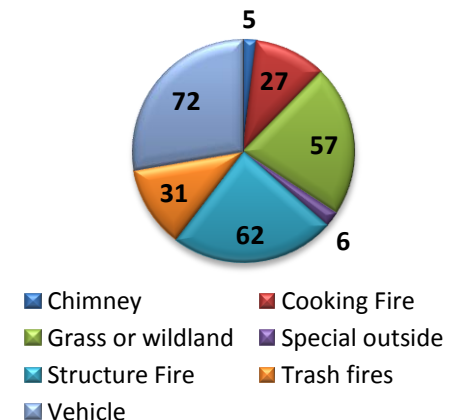
SSFR responded to 260 calls for fire suppression in 2010. The specific breakdown includes:

- 62 structure fires. These are calls where the house or business structure is on fire, not just a pot on the stove, for example.
- 27 cooking fires. These are "pot on the stove" fires that do not get out of control.
- Five chimney fires. These fires are contained to the chimney and don't extend to the house.
- 72 vehicle fires. These include cars, RVs and commercial trucks.
- 57 grass or wildland fires. These range from grassy or stubble fields to trees, shrubs and brush.
- 31 trash fires. These include rubbish fires or fires in some kind of trash receptacle.
- Six special outside fires. These include fires in objects that have value, but are not easily classifiable. An example is a woodpile or fencing, or a pool pump unit.



Photo Courtesy of John Spinks AIC

## Types of Fires



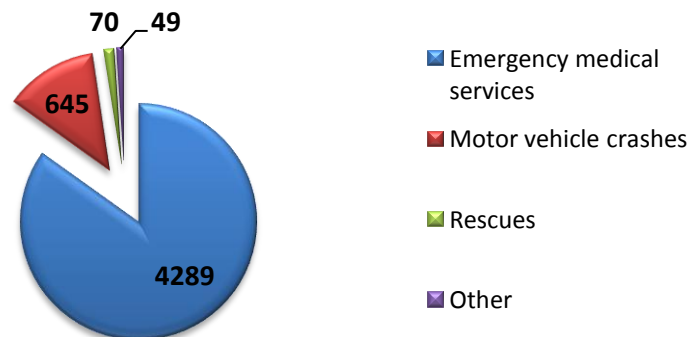
## Rescue and Emergency Medical Service Responses

SSFR responded to 5,053 calls for emergency medical services and rescue in 2010. The specific breakdown includes:

- 4,289 EMS calls. These include both Basic Life Support (BLS) and Advanced Life Support (ALS)
- 645 motor vehicle crashes. These include incidents where cars collide with each other, into objects or hit pedestrians.
- 70 rescues. These include water rescues and elevator rescues.
- 49 unspecified rescue or EMS calls. These calls were not further categorized.



### Types of Rescue and EMS Responses



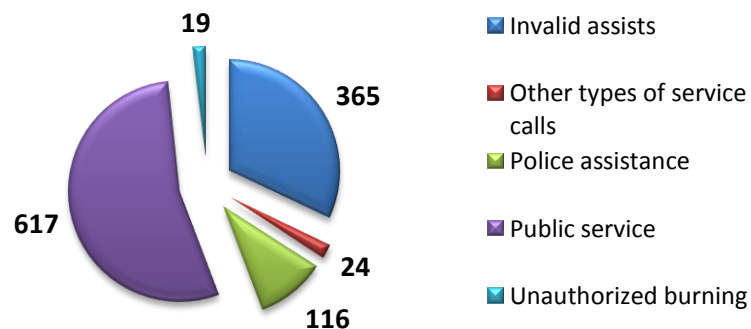


## Service Calls

SSFR responded to 1,141 calls for services of various types in 2010; generally they were emergent responses. The specific breakdown includes:

- 365 invalid assists. Although anyone may need to be assisted, a high percentage of these calls are centered on the concentration of aging residents.
- 19 unauthorized burning calls. The department gets called when residents have a complaint about something burning; if it is outside of the established rules it is classified as an unauthorized burning.
- 617 public service calls. These include broken pipe flooding-the-basement problems, smoke or odor removal assistance and other types of public services.
- 116 police assistance calls. These include calls where law enforcement is calling for a service that they cannot provide or for which they need specialized resources.
- 24 unspecified service calls. These calls were not further categorized.

**Types of Service Calls**



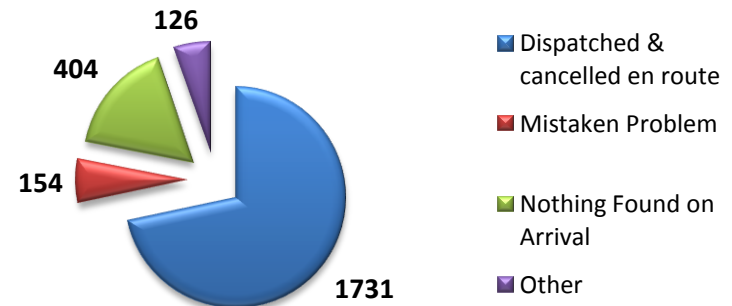
## Good Intent Calls

SSFR responded to 2,415 calls where the caller had good intentions but no problem exists. A more specific breakdown of these types of calls includes:

- 1,731 dispatched and cancelled en-route. These instances are characterized by a call being dispatched then the responding unit is cancelled while they are still responding. The dispatcher is able to determine from the caller that no problem actually exists and then cancel the units before they arrive.
- 404 nothing found on arrival. Many times these calls are initiated then the unit arrives and nothing is at the reported location.
- 154 mistaken problem calls. These calls are dispatched as potential fires or alarms, but upon arrival the situation is found to be steam or smell of smoke in the area with nothing else found or smoke from a barbeque, etc.
- 126 unspecified good intent calls. These calls were not further categorized.



### Good Intent Calls



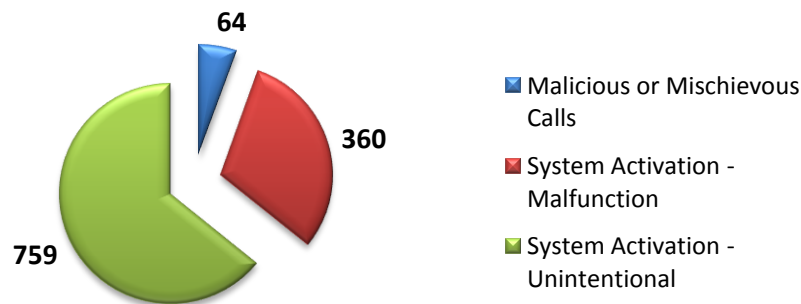
## Alarm System Activations and False Calls

SSFR responded to 1,183 calls for alarm system activations where there was no fire. This category also includes dispatch errors, where the dispatch center mistakenly assigns an incident number where there has been no call. A more specific breakdown of these types of calls includes:

- 64 malicious or mischievous alarm activations. These alarm system activations were found on arrival to have been deliberately activated although there had been no emergency.
- 360 system activations due to malfunctions. Sometimes a system problem will activate the system and an alarm is transmitted that must be investigated.
- 759 alarm activations due to unintentional causes. Most often, these calls arise when a system is having work done and the alarm company forgets to notify the city; the work causes the alarm to activate and it must be investigated.



### Types of Alarm System-Related Calls



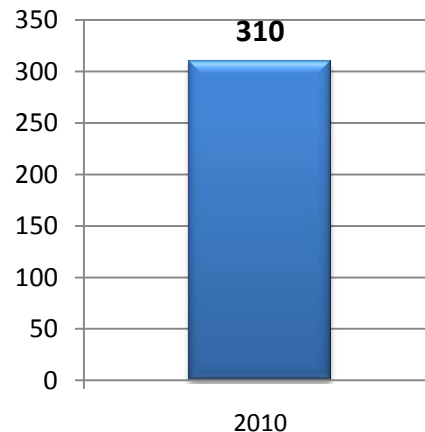


## Automatic Mutual Aid with Atlanta Fire Rescue

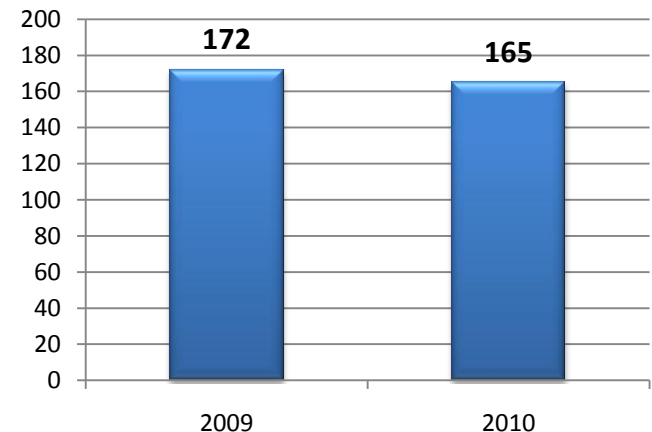
- In January of 2009, the City of Sandy Springs and the City of Atlanta signed an agreement of mutual aid and automatic response for the use of Atlanta Fire Station 27.
- The agreement will give the southwestern part of Sandy Springs supplemental fire suppression, protection, prevention and emergency medical services in the event of fire and/or other local emergency.
- The agreement also offers joint training opportunities to both cities firefighters.
- In 2010, Atlanta Engine 27 responded to approximately 165 incidents inside the City of Sandy Springs.
- In 2010, Sandy Springs Quint 4 responded to approximately 310 incidents inside the City of Sandy Springs.



### Q4 Responses



### E27 Responses



## Roswell Mutual Aid and Automatic Aid Program

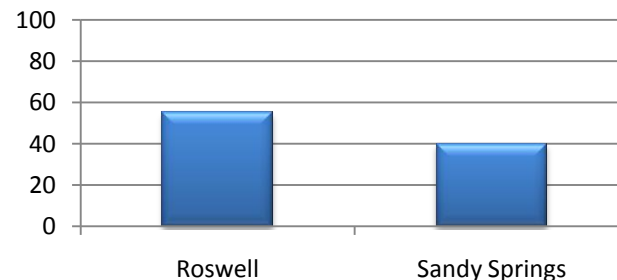
- The City of Sandy Springs and the City of Roswell have a mutual aid agreement and agreement for Sandy Springs to use Roswell Station #7.
- The City of Sandy Springs sends Engine 1 to respond out of the City of Roswell Fire Station #7 from 9:00 a.m. to 7:00 p.m. Monday through Friday.
- This automatic aid decreases response times to homes in the Sandy Springs panhandle.
- In 2010, Roswell Fire Department responded to approximately 55 incidents inside the City of Sandy Springs.
- In 2010, Sandy Springs Fire Rescue Department responded to approximately 40 incidents inside the City of Roswell.

### ***Man Hours Provided By SSFR***



# 7200

### **Mutual Aid Received / Given**



## How We Respond to Calls

All SSFR emergency response vehicles are licensed as first responder units with the state – an engine, the quint or an rescue unit may respond to your medical call in addition to Rural Metro Ambulance (RMA).

- First responder units operate with two to four fire rescue technicians (FRT) with EMS certification up to the paramedic level.
- Engines and the quints operate with a minimum three-person FRT / EMT Crew.
- ONLY engines and quints can manage a fire call; additional resources are sent if needed.
- The closest available appropriate unit will be dispatched to your emergency call.
- A basic life support medical call (BLS) will usually have a rescue unit with two people and a RMA ambulance; more crews are called if needed.
- An advanced life support (ALS) call may have two fire units with five-six people total and a RMA ambulance; more crews are called if needed.







# Sandy Springs Fire Rescue

*"Outstanding service by outstanding people."*



## *Why Are There so Many Units at my House on a Medical Call?*

- Each emergency medical call will get the closest RMA ambulance to respond, along with a SSFR unit on most medical calls.
- If the closest unit is an engine or quint, it will have a minimum of three fire rescue technicians.
- If the closest unit is an rescue unit, it will have two fire rescue technicians, one of which being a paramedic.
- The crews on scene may also request additional help for lifting, moving or patient care – resulting in more units and people at your house or business.
- ALS calls - If the call is serious – potentially needing advanced life support - you will get the closest unit (quint and/or rescue unit) and an ambulance unit will be dispatched with a paramedic. This means four to eight people and two to three vehicles.
- If the paramedics decide that immediate care is necessary, the ambulance will transport the patient.
- While it may seem like a lot of people and vehicles, each unit has specific duties to perform. As soon as they are no longer needed, they will go back into service and be ready for the next emergency.

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## Special Programs

SSFR, in addition to emergency and non-emergency responses, SSFR provides and supports other programs that improve the quality of life for our residents. These include:

- Fire Safety Education Programs
- Community Events
- Child Safety Seat Installation
- Community Emergency Response Teams (CERT)
- Community CPR and AED Training
- Fire Inspections
- Fire Station Birthday Parties
- Life Safety Awards
- Muscular Dystrophy Association (MDA) Fund Raising



## Water Response Team

- At the beginning of July, the Sandy Springs Police and Fire Rescue departments teamed up to form a river rescue squad that can scour the waters to save people like stranded kayakers or, if necessary, search the river for bodies or weapons.
- The 34 members of the squad, including 11 police officers and 24 firefighters, serve the river area between Morgan Falls dam and Georgia 400.
- Boat Rescue One can travel 34 mph and can hold eight people.





## *Fire Safety Education / Community Involvement*

In 2010, the Sandy Springs Fire Rescue Department conducted over 425 community events that more than 136,000 people participated in, which involved:

- Events at schools
- Events at churches
- Civic organizations
- Festivals
- Station tours
- Birthday parties
- Fire safety house
- Corporate functions
- Neighborhood events
- Smoke detector inspections
- Weather radio installations
- Free blood pressure checks



## Child Safety Seat Installations

- We inspect and install infant and child safety seats for parents and grandparents with our nationally certified car seat technicians.
- Twelve fire personnel completed the national child passenger safety board car seat technician certification program in May of 2009.



**Total Child Safety  
Seats Installed in 2010**

**113**



## Community Emergency Response Team (CERT)

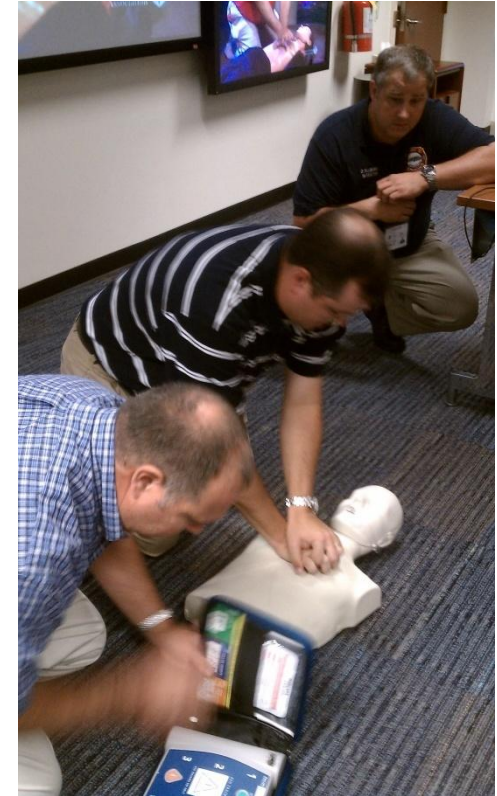
- A CERT team consists of community volunteers who we educate in disaster preparedness for hazards that may have an impact on their area such as: fire safety, light search and rescue, team organization and disaster medical operations. Using this information, CERT members can assist others in their neighborhood or workplace following an event when professional responders have yet to arrive on the scene.
- This year, 60 Sandy Springs residents were trained in the CERT Program bringing the total to 87 residents trained since 2008.
- Sandy Springs CERT took part in a Metro Atlanta disaster exercise in January of 2009. This simulated disaster was the largest CERT exercise held in the State of Georgia. The exercise was held again in 2010 and the Sandy Springs CERT took part in the same exercise. Of those that attended, 21 members were from UPS and 15 were from the Ceridian Corporation.





## Community CPR and AED training

- The fire rescue staff exceeded the national standards of community CPR and AED training by providing training to businesses, schools and other residents of Sandy Springs.
- The City of Sandy Springs was recognized by the American Heart Association as a "Heart Ready City" in March 2009.
- Partnered with the American Heart Association on Friends and Family CPR/AED.
- All police vehicles are equipped with AEDs and medical bags.
- 1,342 residents trained in CPR and AED in 2010.





## *Pioneering New CPR Technology*

- Four LUCAS™ 2 devices were purchased in 2010.
- Sandy Springs Fire Rescue Department was the first pre-hospital department in the metro Atlanta area to use the LUCAS™ 2 Automated CPR device.
- The LUCAS™ Chest Compression System is a safe and efficient tool that standardizes chest compressions in accordance with the latest scientific guidelines. It provides the same quality for all patients independent of transport conditions and/or rescuer fatigue.

*"This is another instance where we are providing state-of-the-art technology to our residents," - Chief Jack McElfish*



## American Crown Community Award



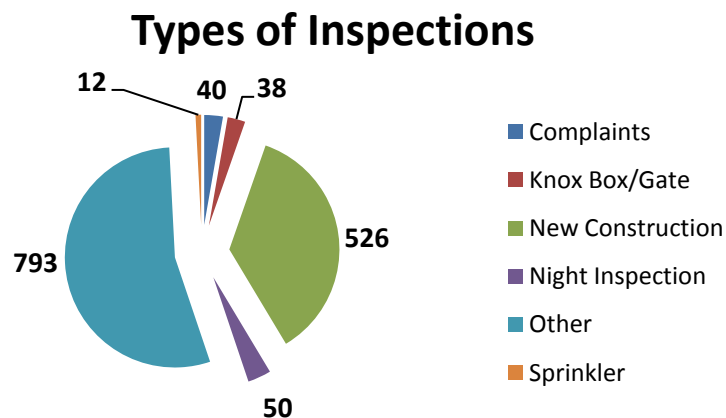
Photo courtesy of American City and County

- In 2010, the City of Sandy Springs was awarded the American Crown Communities award by American City and County Magazine. The City of Sandy Springs was recognized for its award winning "Heat Safe" program. This prestigious award is given to only 8 cities or county governments whose programs proves to be unique and provides short- and long-term benefit and value to the community in which it serves.

*"We want to be as prepared as we can and save as many lives as possible. And this program helps make us a safer community." - Chief Jack McElfish*

## Fire Inspections

- Conducted more than 1,459 inspections in 2010.
- Fire Inspectors addressed more than 1,583 fire & life safety violations in 2010 including: blocked exits, locked exits, sprinkler systems out of service, cooking equipment without hood systems, occupant loads not posted, etc.
- Inspected all high risk occupancies including; day cares, schools, nursing homes, hotels, night clubs, restaurants and high rises annually since 2007.
- Investigated 16 fires in 2010 and made two arrests for arson.
- Top violations cited: fire protection systems not maintained 18%, portable fire extinguishers not maintained 10% and means of egress 8%.





## Fire Rescue Training

- Fire rescue personnel received over 18,000 hours of company fire and EMS training during 2010.
- 8 employees completed the Swift Water Rescue Technician course hosted by John's Creek Fire Department.
- 35 employees received the National Qualification Fire Apparatus Operator Certification.
- 7 employees received the National Professional Qualifications Fire Officer I.
- 2 employees received the National Professional Qualifications Fire Officer III.





## Fire Rescue Training

- 11 employees received the National Professional Qualifications Fire and Emergency Services Instructor II.
- 12 employees received the National Professional Qualifications Evaluator.
- 4 employees received the National Qualification Fire and Emergency Services Instructor III.
- 14 employees completed the EMT-I program at Gwinnett Technical College.
- 1 employee completed the EMT-I program at Chattahoochee Technical College.
- 8 employees completed the Atlanta Area Technical College paramedic program hosted by Atlanta Fire Department.



## Life Saving Awards

Since 2007, SSFR has saved the lives of 23 people who have experienced a life threatening emergency. These events have been documented by Sandy Springs medical directors.

Life saving events included:

- Cardiac arrests (delivered to the hospital with a pulse)
- Premature births
- Traumatic injuries
- Motor vehicle collisions
- Construction accidents
- Lighting strikes



## Awards and Recognitions



**- Fire Department Employee of the Year -**  
Sandra Dupree



**- Fire Officer of the Year -**  
James Laudermilk

## Awards and Recognition

### Alan Brunacini Fire Service Executive Safety Award



- In 2010, Fire Chief Jack K. McElfish was awarded the Alan Brunacini Fire Service Executive Safety Award sponsored by the International Association of Fire Chiefs Safety Health and Survival Section. This award is given to the fire rescue chief executive officer who has demonstrated a unique commitment to the fire service health and safety, as well as the overall health and safety of their own organization and fire service as a whole.

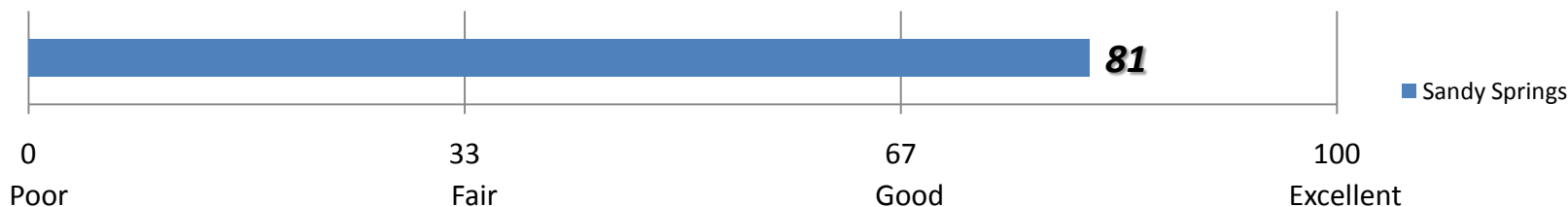


## National Citizen Survey

- Fire Department rated as "Excellent" or "Good" by 94% of the respondents. (#2 of 50 comparable cities)



### Average NCS Rating



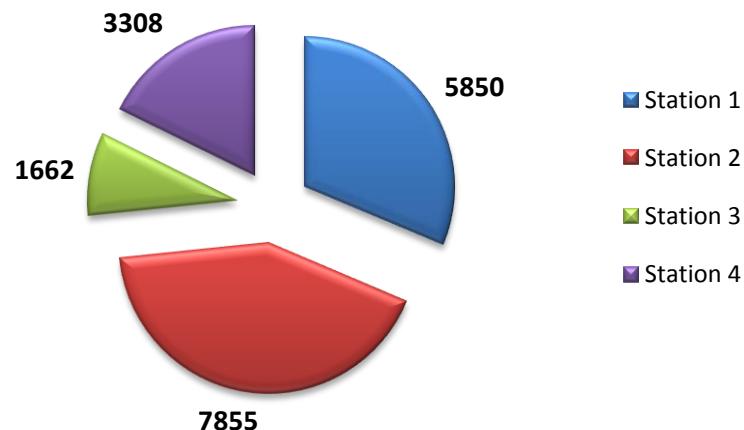
\*Comparable cities are those with populations of 70,000 – 150,000 that have participated in the NCS.



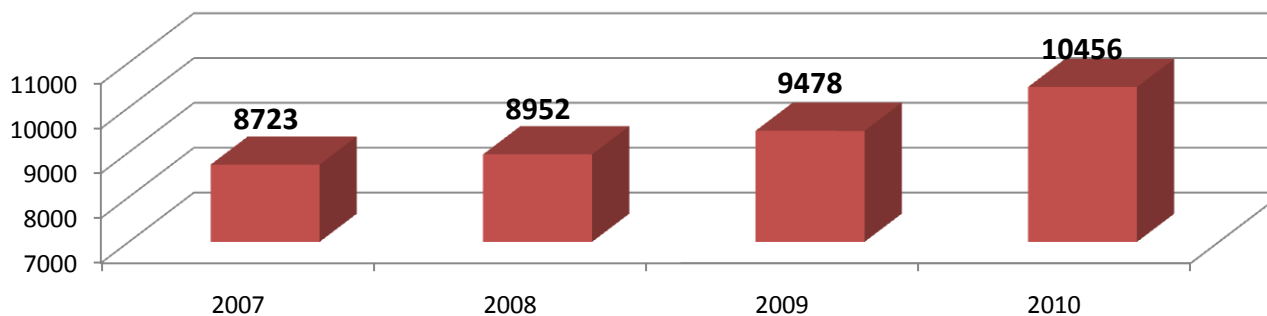
## "The Busiest" 2010

Busiest Station	Station 2 (7,855)
Busiest Quint	Quint 2 (2,059)
Busiest Engine	Engine 2 (2,202)
Busiest Rescue	Rescue 2 (3,005)
Busiest Battalion	Battalion 1 (589)
Busiest Unit	Rescue 2 (3,005)
Busiest Day of Week	Friday (1,651)
Busiest Shift	B Shift (3,566)

## Unit Responses by Station



## Incident Volume



# Sandy Springs Fire Rescue

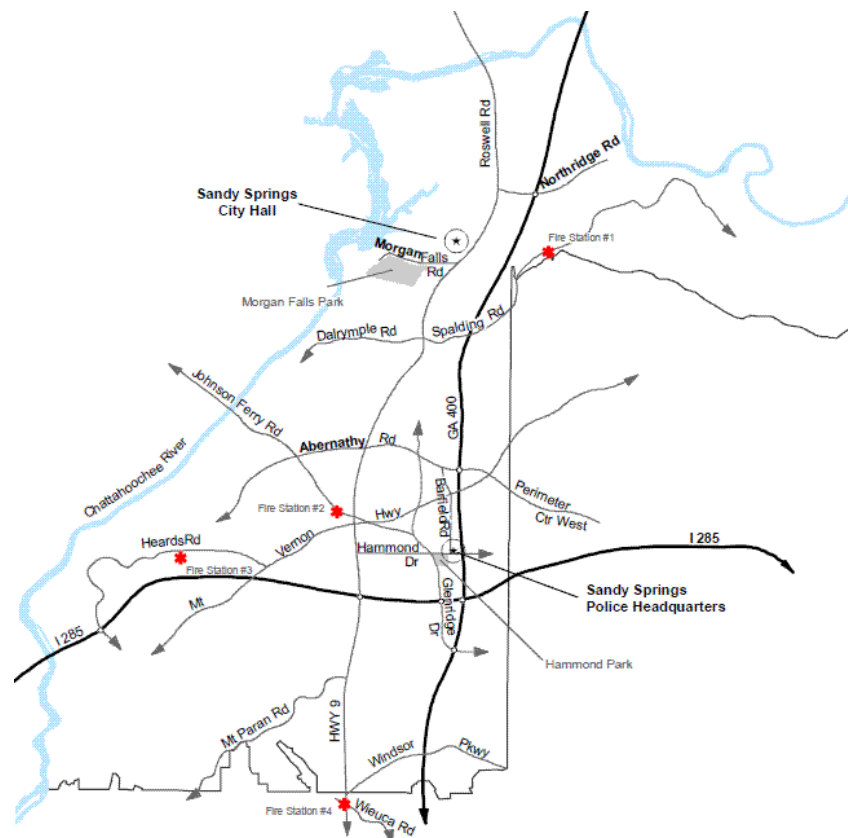
*"Outstanding service by outstanding people."*



SSFR provides fire, medical emergency and other services to approximately 99,700 residents in 37 square miles of North Fulton County.

The Department operates out of four fire stations staffed with fire rescue technicians working a three shift rotation of 24 hours on and 48 hours off duty. Many of the fire rescue technicians are EMS certified some of whom are up to the paramedic level. Each station has at least one Crew Chief and one paramedic. Two of the stations house Battalion Chiefs. Part time fire rescue technicians are used to supplement full-time staffing.

Administrative personnel include: the Fire Chief, the Deputy Chief of Operations, the Chief Deputy Fire Marshal, the Assistant Chief of Training/Logistics, an executive administrative assistant and an administrative assistant.



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*Thank you and have a safe 2011!*

